

# MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

*Office for Family Independence*

**RFP# 201208369**

## **Office for Family Independence (OFI) Staff Education and Training**

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**From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person/State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State's discretion.**

**Deadline for Written Questions:** September 10, 2012, 5:00 p.m. local time

**Completed Proposals Due:** October 2, 2012, not later than 2:00 p.m. Local Time

AT

**Division of Purchases**  
**Burton M. Cross Building, 4<sup>th</sup> Floor, 111 Sewall Street**  
**9 State House Station, Augusta ME 04333-0009**

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**Maine Department of Health and Human Services**  
**RFP # 201208369**  
**Office for Family Independence Staff Education and Training**

**PART I      INTRODUCTION**

**A. Purpose and Background**

The Maine Department of Health and Human Services (DHHS or the Department) is seeking proposals to provide planning and implementation of education and training on varied topics for staff within the Office for Family Independence (OFI) as defined in this Request for Proposal (RFP). This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected and the contractual terms which will govern the relationship between the State of Maine and the awarded Bidders(s).

OFI is responsible for determining eligibility for twenty-four public benefits programs (including Medicaid, Children's Health Insurance Program (CHIP), Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF)) that are integrated into our web-based Automated Client Eligibility System (ACES) that has been in operation since 2002. In addition, OFI is responsible for child support enforcement and collections. Because the overall tasks for which OFI staff are responsible all share a high degree of complexity, it is imperative to establish a formal, comprehensive training and education program in order to ensure that the administration of these responsibilities remains effective and efficient. Due to the large number of employees (approximately 950) and the great diversity of individual responsibilities, the specific needs for staff education and training vary as well. But the cornerstone of staff education and training efforts for the past several years has consistently been, and will continue to be:

- The development and delivery of a standard eligibility policy training program (SEPT) for Family Independence Specialists newly hired by OFI;
- The development and delivery of a leadership training program for the OFI leadership team.

Copies of the SEPT training materials that are currently being used are attached to this RFP for informational purposes only. The Department does not require bidders to use this material; bidders are expected to develop their own training curriculum and materials.

The timeframe for a complete SEPT session has traditionally consisted of four (4) full days of training (1/2 days Monday and Friday, full days Tuesday-Thursday) for eight (8) weeks provided over a thirteen (13) week period. For the past several years, operational needs have required that SEPT be provided at least four (4) times each year; OFI does not anticipate that this operational need will change throughout the contract period. Because any delays in providing appropriate SEPT sessions to newly hired eligibility specialists after the start of the contract period will be detrimental to OFI program operations, the successful bidder will propose a schedule for SEPT sessions that minimizes any delay in conducting these training sessions.

Although these training programs represent the core of what will be expected of the successful bidder, the successful bidder will also be required to participate in the development and/or implementation of one-time staff education events that are focused on a specific topic that is relevant to a distinct segment of OFI staff. Examples of these types of trainings that have been previously developed include training for all OFI eligibility staff on the applicable portions of the Deficit Reduction Act of 2005 and a multi-day conference for

Long Term Care eligibility workers statewide in order to ensure consistency in the implementation of long term care eligibility policy.

All of these programs have most recently been designed, developed and/or implemented by the University of Southern Maine's Muskie School of Public Service through a cooperative agreement with OFI.

## **B. General Provisions**

1. Issuance of this RFP does not commit the Department to issue an award or to pay expenses incurred by a bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations.
2. Subject to #6 below, all proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments, such as the Questions and Answers Summary, issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified in Part IV. - Proposal Submission Requirements and Evaluation.
3. Bidders shall take careful note that only materials offered in the proposal, information provided through interviews (if any) and Department information of previous contract history will be criteria for award consideration. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement the proposal and the total fixed price contained therein will remain firm for a period of 180 days from the date and time of the bid opening.
4. The selected Bidder's proposal, including all appendices or attachments, will be incorporated in the final contract.
5. According to State procurement law, the content of all proposals, correspondence, addenda, memoranda, working papers and other medium which discloses any aspect of the request for proposals process will be considered public information when the award decision is announced. This includes all proposals received in response to this RFP, both the selected proposal(s) and the proposal(s) not selected, and includes information in those proposals a Bidder may consider being proprietary in nature. Therefore, the State makes no representation it can or will maintain the confidentiality of such information.
6. The State, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities for proposals received in response to this RFP.

## **C. Eligible to Submit Bids**

Public agencies, private for-profit corporations and non-profit corporations [including 501(c)(3)] and institutions are invited to submit bids in response to this Request for Proposals.

## **D. Contract Terms**

The Department is seeking a cost-efficient proposal to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted as necessary in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of this Agreement, the contract may be renewed annually for up to two (2) additional years, subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	1/1/2013	12/31/2014
Renewal Period #1	1/1/2015	12/31/2015
Renewal Period #2	1/1/2016	12/31/2016

## E. Definitions

ACES – Automated Client Eligibility System – the integrated, web-based application used by OFI eligibility workers to determine eligibility for applicants to the various programs administered by OFI

CHIP – Children’s Health Insurance Program – Referred to in Maine as Cub Care, this is a health insurance program available to low-income children up to the age of 18

DHHS – the Maine Department of Health and Human Services – The department in which the Office for Family Independence is located

DSER – Division of Support Enforcement and Recovery – A division within the Office for Family Independence that is responsible for the development and implementation of the rules, regulations, policies and procedures necessary to assure that all non-custodial parents contribute to the economic support of their children

Medicaid – A medical insurance program available to low income adults and families

OFI – The Office for Family Independence – The office within Maine DHHS responsible for determining eligibility for several public benefit programs available to Maine residents

SNAP – Supplemental Nutrition Assistance Program – Referred to in Maine as the Food Supplement Program, this program helps low-income Maine residents purchase food needed for good health

SEPT – Standard Eligibility Policy Training – Training sessions on eligibility determination for various programs as well as the use of ACES for eligibility determination that have been provided to newly hired OFI eligibility specialists at regular intervals annually

TAC – Training Advisory Committee – A committee comprised of members from the OFI Leadership Team and the successful bidder whose purpose is to determine training needs of OFI

TANF – Temporary Assistance for Needy Families – A program that provides temporary help for children and their parents while the family works towards becoming self-supporting

## PART II SCOPE OF SERVICES

The Department will expect the successful bidder to develop and implement a comprehensive education and training program intended for staff of Office for Family Independence (OFI) that will support increased individual and organizational effectiveness. The comprehensive program will consist of several distinct projects that address priority goals for OFI. The specific projects that must be addressed and included in the comprehensive plan are as follows:

- Development of standard eligibility policy training (SEPT) curriculum for new Family Independence Specialists hired by OFI. The curriculum must cover policy and related Automated Client Eligibility System (ACES) procedures for the Food Supplement, TANF, ASPIRE and MaineCare Programs (<http://www.maine.gov/dhhs/of/Manuals/aspire.doc>, <http://www.maine.gov/dhhs/of/Manuals/mainecare-manual/index.shtml>, <http://www.maine.gov/dhhs/of/Manuals/food-supplement.doc>, <http://www.maine.gov/dhhs/of/Manuals/tanf.doc>).
- Delivery of the SEPT curriculum to approximately 60-80 Family Independence Specialists newly hired by OFI throughout each year of the contract.
- Development of standard TANF orientation training (TANF OT) curriculum for OFI Family Independence Specialists, ASPIRE Specialists, and DSER Staff (<http://www.maine.gov/dhhs/of/Manuals/tanf.doc>).
- Delivery of the TANF OT curriculum to approximately 25 OFI Family Independence Specialists during each year of the contract.
- Development of a training curriculum on the fundamentals of the ASPIRE Program intended for OFI Program Administrators and ASPIRE Supervisors (<http://www.maine.gov/dhhs/of/Manuals/aspire.doc>).
- Delivery of training curriculum on the fundamentals of the ASPIRE Program to OFI Program Administrators and ASPIRE Supervisors throughout each year of the contract (see Appendix B).
- Development of a standard training curriculum for ASPIRE staff. The curriculum must cover the fundamentals of the ASPIRE Program and must increase the staff's capacity for motivating participants towards employment in order for them to gain financial independence within the timeframes in accordance with TANF policy (<http://www.maine.gov/dhhs/of/Manuals/aspire.doc>).
- Delivery of standard ASPIRE fundamentals and capacity building training curriculum for ASPIRE staff throughout each year of the contract (see Appendix B).
- Provide organizational skills and logistical support for standard training sessions to be provided to approximately 20 DSER Agents newly hired by OFI throughout each year of the contract (actual training and curriculum development to be provided by DSER staff).
- Provide organizational skills and logistical support for advanced legal training sessions designed for DSER Agents; actual training and curriculum development to be provided by DSER staff (see Appendix B).
- Provide organizational skills and logistical support for advanced CSEME training sessions for DSER Agents; actual training and curriculum development to be provided by DSER staff (see Appendix B).
- Provide organizational skills and logistical support for standard federal sources training for DSER Agents; actual training and curriculum development to be provided by DSER staff (see Appendix B).
- Provide organizational skills and logistical support for four (4) training sessions throughout each year of the contract for members of the OFI Leadership Team; actual training and curriculum development is the responsibility of OFI (see Appendix B).
- Provide organizational skills and logistical support for four (4) training sessions throughout each year of the contract for the OFI Supervisory and Leadership Teams; actual training and curriculum development to be provided by DSER staff (see Appendix B).
- Assist DSER in ensuring its library of legal and policy information is up-to-date with current information so that DSER management and staff have current statutory information to utilize in their daily work.

- Develop and implement a tuition reimbursement policy for college courses to up to 20 OFI staff annually to promote OFI professional development of staff. The policy must include a requirement that all applications for reimbursement be forwarded to the OFI Director for approval.
- Develop and launch on-line training modules on various topics related to the administration and operations of OFI throughout each year of the contract. The topics of the on-line modules will be determined by the OFI Senior Management Team in response to specific needs of OFI.
- Develop and administer evaluation methodologies specific to the various types of training sessions provided (including on-line training modules).
- Provide the OFI Senior Management Team with written reports on the effectiveness of the various training sessions conducted (including on-line training modules) based on the evaluation methodologies designed for each session. The reports must be delivered on a semi-annual basis.
- Collaborate with applicable OFI staff through a Training Advisory Committee (TAC); the meetings will be held on a quarterly basis throughout each year of the contract.
- Work cooperatively with the OFI Senior Management Team to identify the need for new training sessions for certain OFI staff because of changes due to new or revised federal and/or state law, program regulations, and/or reinterpretation of laws/rules/regulations.
- Delivery of new training sessions developed in conjunction with the OFI Leadership Team.
- Provide appropriate meeting space, all necessary equipment (including, but not limited to, computers and audio-visual), logistical support, and staffing for all training sessions and meetings that are included in the contract (including those training sessions and meetings where the successful bidder provides only organizational skills and logistical support).
- Provide all applicable materials and supplies necessary for all training sessions and meetings that are included in the contract (including those training sessions and meetings where the successful bidder provides only organizational skills and logistical support).
- Provide reimbursement for travel, lodging, and meal reimbursement for eligible persons attending any or all of the training sessions and meetings that are included in this contract (including those training sessions and meetings where the successful bidder provides only organizational skills and logistical support). Eligibility and reimbursement for travel, lodging, and meal reimbursement is determined by conditions of the Collective Bargaining Agreement (<http://www.maine.gov/oer/contracts/msea/index.htm>) and the State Administrative and Accounting Manual (<http://www.maine.gov/osc/admin/saam.shtml>), Chapters 10 and 70.
- Work cooperatively with the OFI Senior Management Team to adjust, within the framework of the contract, requirements associated with specific projects in order to meet OFI's changing operational needs.



## PART III KEY RFP EVENTS

### A. Questions

#### 1. General Instructions:

- a. It is the responsibility of each Bidder to examine the entire RFP and to seek clarification in writing if you do not understand any information or instructions.
- b. Questions must be submitted in writing and received by the RFP Coordinator as soon as possible but no later than the date and time specified below.
- c. Questions may be submitted by e-mail, fax or regular mail. If faxed, please be sure to include a cover sheet addressed to R. W. Bansmer, Jr., RFP Coordinator, and indicate the number of pages sent. The Department assumes no liability for assuring accurate/complete fax or e-mail transmission and receipt.
- d. Include a heading with the RFP Number and Title. Be sure to refer to the page number and paragraph within this RFP relevant to the question presented for clarification, if applicable.
- e. Send written questions to:

RFP Coordinator: R.W. Bansmer, Jr., Special Projects Manager, OFI  
11 State House Station  
Augusta, ME 04333-0011

E-mail: [reinhold.bansmer@maine.gov](mailto:reinhold.bansmer@maine.gov) Fax: 207-287-1058

2. **Written Questions Due:** Written questions must be received by the RFP Coordinator no later than 5:00 p.m. local time on September 10, 2012. No questions will be accepted after the Written Question due date.
3. **Summary of Questions and Answers (Q&A):** Responses to all substantive questions will be compiled in writing and distributed to all registered, interested persons by e-mail no later than seven (7) calendar days prior to the proposal due date. Only those answers issued in writing by the RFP Coordinator will be considered binding. This Summary of Questions and Answers (Q&A) will also be added to the RFP website. You can access the Q&A from the RFP summary page without having to register again.

### B. Submitting the Proposal

1. **Proposals due:** Proposals must be received no later than October 2, 2012 by 2:00 p.m. local time, at which time they will be opened.
2. **Mailing/Delivery Instructions:** Proposals are not to be submitted to the RFP Coordinator at the Department. The official delivery site is a different State agency at a different location. The Department does not receive the proposals directly as they are logged in at the official delivery site, held until the filing deadline has expired and then the proposal packages are turned over to the sponsoring agency to be evaluated.
  - a. Only proposals received at the official delivery site prior to the stated deadline will be considered. Bidders submitting proposals are responsible for allowing adequate time for delivery. Proposals received after the 2:00 p.m. deadline will be rejected without exception. Postmarks do not count and faxing or electronic mail transmissions of proposals are not permitted.
  - b. The bidder must send a sealed package including an original and six (6) copies of the complete proposal. Please clearly label the original. One electronic copy of the proposal must also be

provided on CD or flash drive with the complete narrative and attachments in MS Word format. Any attachments that cannot be submitted in Word format may be submitted as Adobe (.pdf) files.

c. Address each package as follows:

Bidder Name & Address

Division of Purchases, DAFS  
Burton M. Cross BLDG 4<sup>th</sup> Floor  
111 Sewall ST  
9 State House Station  
Augusta ME 04333-0009

RFP # 201208369

## **PART IV PROPOSAL SUBMISSION REQUIREMENTS AND EVALUATION**

This section contains instructions for Bidders to use in preparing their proposals. The Bidder's proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section or to respond to all questions and instructions throughout this document may result in the proposal being considered non-responsive or a reduced score. The Department and its Evaluation Team described in Section C(1) below have sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in this Request for Proposal will, at best, be considered minimally responsive. We are interested in a detailed yet succinct response that demonstrates your experience and ability to perform the requirements specified throughout this document.

### **A. Proposal Format**

1. Each copy of the completed proposal may only be fastened by means of an expansion (paper clip style) or gripper (pinch type) clamp at the upper left-hand corner. Do not submit 3-ring binders or other types of fasteners unless specifically requested.
2. The narrative portion of the proposal must be typed or printed, single spaced and single sided, 1" margins on white 8 ½" x 11" paper using a font no smaller than 12 point Times Roman.
3. All pages must be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end including all forms and attachments. The Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
4. Bidders are asked to be brief and to respond to each question and instruction listed in Part IV, Proposal Submission Requirements and Evaluation. Number each portion of the proposal to correspond to the relevant section of the RFP. The narrative is limited to a total of twenty (20) pages. This includes the Work Plan, the Cost Proposal narrative and other items not listed below (5).
5. The following will not be counted as narrative: Proposal cover page, table of contents, financial forms or any required attachments specified in the RFP, organizational chart, Board of Directors list, job descriptions, staff résumés, Articles of Incorporation and the Assurance form included with Appendix A, Proposal Forms.
6. The Bidder may not substitute additional attachments beyond those specified in the RFP for the purpose of extending their narrative response. Any material exceeding the narrative limit will not be considered in rating the proposals. Bidders shall not include brochures or other promotional material with their proposals.
7. Include any forms provided in the application package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFP.
8. It is the responsibility of the bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the Evaluation Review Team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
9. Proposal Cover Page Required: Complete and submit the proposal cover page provided in Appendix A of this RFP or prepare a facsimile thereof. The cover page must be the first page of the proposal package. Please do not add any other type of cover or title sheet and please do not use any transmittal letter. It is important that the cover page show the specific information requested including applicant address(es), amount of money being requested from this RFP and other details listed.
10. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the bidder.

## B. Proposal Outline

### **Section I**      **Organization Qualifications and Experience**

- 1. Description of the Organization:** Present a detailed statement of qualifications and summary of relevant experience. If subcontractors are to be used, specify name, address, phone number, contact person and describe organizational capacity and qualifications.

#### **1.1 Organization Description:**

- a. Location of the corporate headquarters. Also, describe the current or proposed location where services will be provided.
- b. Attach a list of the current Board of Directors or other governing body whose membership represents the area served. Include full names, addresses, and identify the officers of the Board (i.e., Chair, Vice-Chair, Secretary, Treasurer, etc.).

- 1.2 Organization Experience:** Briefly describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. Include similar information for any subcontractors that will be utilized.

#### **1.3 Description of Experience with Similar Projects:**

- a. Provide information on projects that reflect experience and expertise needed in performing any or all of the functions described in Scope of Services (Part II). If there were any cited experiences, briefly describe them and explain how they were corrected. Contract history with the State of Maine will be considered in rating the proposal.
- b. If the Bidder has not provided similar services, note that, and describe experience with projects that highlight the Bidder's general capabilities.
- c. **Letters of Recommendation** may be attached from persons who are familiar with the bidder's experience and success with services or projects. In particular, the letters should address degree of satisfaction with the bidder's performance. No more than three letters of recommendation will be accepted. Copies of the letters must be enclosed with each copy of the proposal package.
- d. **Memorandum of Understanding:** If the Bidder intends to utilize any partner organizations to help provide any or all of the functions described in Scope of Services (Part II), please provide any evidence of existing or proposed affiliations or collaborations. Attach documentation such as a Memorandum of Understanding (MOU) or letters of agreement from key partners. An MOU is a written statement from a collaborative partner named in your proposal signifying the partner's commitment to do the work.

#### **2. Key Personnel and Qualifications:**

- a. Attach an organization chart showing the key staff for this project and their functional and reporting relationship to other elements of the organization.
- b. List the names and titles of all key staff for this project including the name and title of the manager who will be accountable for this project. The Bidder must also list which project staff will be transitional (if any) or permanent. Attach: résumés and/or job descriptions consistent with the organization chart requested above.

### **Section II**      **Specifications of Work to be Performed**

- 1. Services to be Provided:** Refer to Scope of Services (PART II): Discuss the scope of services that the provider will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. If subcontractors or other partners will be involved,

clearly identify the work each will perform.

2. **Implementation:** Provide a realistic work plan for the implementation of the program through the first contract period. Display the work plan in a timeline chart. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task. Include all tasks to be delegated to subcontractors. This must be consistent with your staffing and budget.

### **Section III Cost Proposal**

#### **1. General Instructions:**

- a. These services have most recently been provided through a cooperative agreement between the Department and the University of Southern Maine's Muskie School of Public Service (the Muskie School). In order to fund the cost of the services provided, the Muskie School provided the Department with funds that could be used as a match to obtain additional funds from some of the Department's federal partners. For the most recent cooperative agreement, the total State funds required from the Department for the services provided equaled approximately \$150,000. Although the Department expects matching funds will once again be available through these same federal partners, bidders are not required to utilize this opportunity. Please see Appendix D.
- b. The Bidder must submit a cost proposal covering the entire period of the contract. Please use the expected contract start date of January 1, 2013 and an end date of December 31, 2014 in preparing this section. If the bidder intends to utilize the matching opportunities offered by the Department's federal partners to help fund the total cost of this service program (see Appendix D), the bidder will be required to provide a detailed explanation of how the annual required match will be met. The explanation must include the source(s) of the funds, the type(s) of funds (e.g., cash, in-kind), the amount of the funds, and confirmation that the funds are neither federal funds nor funds that are already being used as a match for another purpose.
- c. Failure to provide the requested information, or to follow required response format, may result in the exclusion of the proposal from consideration, at the discretion of the Department.
- d. No costs related to the preparation of the response to this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included in the budget.

#### **2. Budget Forms:**

Bidders are to complete and submit budget forms to provide a detailed breakdown of all expenses incurred in performing the services as described in this RFP and in the Bidder's proposal. The budget forms must also provide a detailed breakdown all funding sources (including source and dollar amount) expected to be used to pay for the services as described in this RFP and in the Bidder's proposal. The budget forms can be found at the following website in the section titled "Rider F" and Bidders are to use the "Budget Form – Generic" forms and accompanying instructions:

<http://www.maine.gov/dhhs/contracts/contract-2013/index.html>

3. **Budget Narrative:** Bidders are to include a brief budget narrative to explain the basis for determining all expenses as well the basis for determining all sources of funding submitted on the budget forms. (Please note: The budget narrative will count against the narrative page limited stated in PART IV, Section A., subsection 4.)

## **Section IV Economic Impact within the State of Maine**

In addition to all other information requested within this RFP, each Bidder must dedicate a section of its proposal to describing the Bidder's economic impact upon and within the State of Maine. The use of economic impact in making contract award decisions is required in accordance with Executive Order 2012-004, which states that "all service contracts expected to exceed \$100,000 in total value advertised for competitive bid shall include scoring criteria evaluating the responding Bidder's economic impact on the Maine economy and State revenues."

For the purposes of this RFP, the term "economic impact" shall be defined as any activity that is directly performed by or related to the Bidder and has a direct and positive impact on the Maine economy and public revenues within the State of Maine. Examples may include, but are not limited to, employment of Maine residents, subcontracting/partnering with Maine businesses, payment of State and Local taxes (such as corporate, sales, or property taxes), and the payment of State licensing fees for the Bidder's business operations.

To complete the "economic impact" section of the Bidder's proposal, the Bidder shall include no more than one page of typed text, describing the Bidder's current, recent, or projected economic impact with the State of Maine, as defined above. The Bidder may include all details and information that it finds to be most relevant for this section.

## **Section V Required Attachments**

The following documents must be attached to the back of your Application Package in the order as numbered below. The required documents will be reviewed and rated by the Evaluation Team.

- 1. Organizational Chart:** Attach an organizational chart of the Agency responding to this RFP. The organizational chart must include the program/component being proposed. Each position must be identified by position title and correspond to the personnel job descriptions required in Item No. 3 below.
- 2. Job Descriptions:** Attach job descriptions for all staff assigned to the project being proposed in this RFP. Job descriptions must include minimum qualifications. If your organization administers programs other than the one being proposed in this RFP, include job descriptions of the Executive Director and chief fiscal officer and any other key management staff who will be responsible for carrying out the objectives of the program/component being proposed.
- 3. Staff Résumés:** Attach up-to-date résumés of current staff members that match up with the job descriptions requested above. Position titles must be the same as the position titles on each job description and on the organization chart.
- 4. Organizational Status:** If legally incorporated in the State of Maine or other jurisdiction, attach a copy of your organization's attested Articles of Incorporation. Specifically, this would usually be Form MBCA-6 (For-Profits) or Form MNPCA-6 (Non-Profits) from the Secretary of State. Also acceptable for non-profits: a copy of authorization from the Federal Department of the Treasury, certifying Exemption under Section 501(c)(3) of the Internal Revenue Code. Public non-profit organizations may provide certification on appropriate agency letterhead, signed by a public official authorized to enter into contracts on behalf of the public entity. If applying for corporate status, attach a copy of your organization's application for incorporation, i.e., unattested copy of your organization's Articles of Incorporation.

5. **Assurances:** Signed Assurances for compliance with various State and Federal requirements (A form is provided with other Proposal documents, Appendix A, titled Proposal Cover Page and Required Forms.)

## C. Proposal Evaluation and Selection

Evaluation of the submitted proposals shall be accomplished as follows:

### 1. Evaluation Process - General Information

- a. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP, and in accordance with the most advantageous cost and economic impact considerations (where applicable) for the State.
- b. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the bidder whose proposal best satisfies the criteria of the RFP.
- c. The Department reserves the right to schedule interviews with the bidders, if needed, to obtain clarification of information contained in the proposals and may revise the scores assigned in the initial evaluation to reflect those interviews. However, the Department reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received. Therefore, proposals should be submitted initially on the most favorable terms available from a price and technical standpoint.

### 2. Scoring Weights and Process

- a. **Scoring Weights:** The score will be based on a 100 point scale and will measure the degree to which each proposal meets the following criteria. Information gathered as part of reference checks will be included when applicable:

**Section I. Organization Qualifications and Experience (30 points)**

**Section II. Specifications of Work to be Performed (30 points)**

**Section III. Cost Proposal (35 points)**

**Section IV. Economic Impact within the State of Maine (5 points)**

Includes all elements addressed above in Part IV, Section IV.

- b. **Scoring Process:** The review team will use a consensus approach to evaluate the bids. Members of the review team will not score the proposals individually but instead will arrive at a consensus as to assignment of points on each category of each proposal. The contract award(s) will be made to the Bidder(s) receiving the highest number of evaluation points, based upon the proposals' satisfaction of the criteria established in the RFP. The Economic Impact section will also be scored using a consensus approach, with the highest number of evaluation points being assigned to the Bidder(s) with the most economic impact, actual or feasible, as determined by the evaluation team. However, the Cost section will be scored as described below.
- c. **Scoring the Cost Proposal:** The total cost incurred by the Department for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The

bid requiring the lowest contribution from the Department towards payment of the total cost will be awarded 25 points. Proposals with required contributions from the Department that are higher will be awarded proportionately fewer points calculated in comparison with that lowest required contribution.

**No Best and Final Offers: The State of Maine will not seek a best and final offer (BAFO) from any bidder in this procurement process. All bidders are expected to provide their best value pricing with the submission of their proposal.**

The scoring formula is:

(Lowest submitted cost payable by the Department/cost payable by the Department of proposal being scored) x 20 = pro-rated score PLUS (lowest submitted total cost of proposal/total cost of proposal being scored) x 10.

- ii. The remaining 5 points allocated to the Cost Proposal will be used to evaluate the responsiveness of the narrative material and supporting documentation contained with this section including: accuracy and reasonableness (assumptions used in calculating the costs), budget and financial stability.
- d. The Department reserves the right to negotiate with the successful bidder in the finalization of the contract at the same rate or cost of service as presented in the selected proposal. However, such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department's Request for Proposals to an extent that may affect the price of goods or services requested (5 MRSA 1825-A sub-section 7). The Department reserves the right to terminate contract negotiations with a selected respondent who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP.

### **3. Selection and Award**

- a. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Purchases Review Committee.
- b. Notification of selection or non-selection will be made in writing and forwarded by e-mail and fax with original letter to follow by regular mail.
- c. Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the bidder.
- d. The Department reserves the right to reject any and all proposals.

### **4. Appeal of Contract Awards**

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120. The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.



## **PART V CONTRACT ADMINISTRATION AND CONDITIONS**

### **A. Contract Effective Date and Project Commencement**

1. The successful bidder will be required to execute a standard State of Maine Agreement.

The complete set of current contract documents may be found on the Department's Division of Purchased Services web site:

<http://www.maine.gov/purchases/info/forms/BP54.doc>

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Purchases Review Committee. "A contract is not considered fully executed and valid until approved by the State Purchases Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to bidders." (Regulations of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases: Ch. 110, 3.B.i.):  
<http://www.maine.gov/purchases/policies/110.shtml>

This provision means that a contract cannot be effective until at least 14 days after award notification.

3. The Department estimates having the Agreement in place by January 1, 2013. However, we recognize that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation and preparation and approval by the Contract Review Committee. Any appeals to the Department's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date may need to be adjusted, if necessary, to comply with mandated requirements.
4. Independently, and not as an agent of the State of Maine, the contractor shall furnish all necessary labor, materials, equipment, qualified personnel, facilities and services, as needed to perform and provide the services described.

### **B. Standard State Agreement Provisions**

#### **1. Agreement Administration**

- a. Following the award, an Agreement Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after award for consultation with the successful bidder in the finalization of the contract.
- b. In the event that an acceptable contract cannot be negotiated, the Department may withdraw its award and accept the next-highest ranked bid that meets the requirements, or may cancel the RFP, at its sole discretion.
- c. The Department will designate a primary liaison who will provide data and information to the contractor as necessary. The Department shall assure its best efforts to provide reasonable and timely resolution of questions of policy or procedure as they affect the execution of the contract.

#### **2. Program Administration**

Following the award, a Department representative will be designated as the Program Administrator for this Agreement and shall be responsible for oversight of the programmatic aspects of this Agreement. The Program Administrator will work closely with the Agreement Administrator in developing the final contract and in monitoring the achievement of objectives and desired outcomes as set forth in this Request for Proposals.

**3. Payments and Other Provisions**

The Contractor will be paid on the basis of monthly invoices.

**4. Standard Contract Requirements**

Any contract or Agreement issued by the Department requires the provider to comply with certain standard requirements. Please refer to the list of applicable Riders and link above (PART V, Section A, subsection 1.)

## **PART VI     BIBLIOGRAPHY**

**The following documents are rules, policies and other resource materials referenced in the body of this RFP. They provide detailed information that will assist the Bidder in preparing a proposal in response to this RFP. Bidders should familiarize themselves with these materials as they are integral to the services being requested.**

<http://www.maine.gov/dhhs/ofi/rules/index.shtml>

<http://www.maine.gov/dhhs/ofi/manuals/aspire.doc>,

<http://www.maine.gov/dhhs/ofi/mainecare-manual/index.shtml>

<http://www.maine.gov/dhhs/ofi/manuals/food-supplement.doc>

<http://www.maine.gov/dhhs/ofi/dser/index.html>

<http://www.maine.gov/oer/contracts/msea/index.htm>

<http://www.maine.gov/osc/admin/saam.shtml>

**PART VII    APPENDIX A**

**Proposal Cover Page and Required Forms**

**State of Maine  
Department of Health and Human Services  
PROPOSAL COVER PAGE**

**RFP # 201208369: Office for Family Independence (OFI) Staff Education and Training**

Applicant/Agency:		
Chief Executive Name/Title:		
TEL:	FAX:	E-mail:
Street Address:		
City/State/Zip:		
Federal Taxpayer ID Nbr:		
Program Manager		Lead Person: Proposal Preparation
Name:		Name:
Address:		Address:
TEL:		TEL:
Fax:		Fax:
e-mail:		e-mail:

Funding Requested	\$
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- This proposal and the total price contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The undersigned is authorized by the Board of Directors [or other head official of the bidding organization] to enter into contractual obligations on behalf of the above-named organization. To the best of my knowledge all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title (Typed)

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## ASSURANCES

### 1. Federal and State Compliance

The bidder will comply with all applicable, required State and Federal statutes, regulations and requirements, including all applicable Civil Rights, Affirmative Action, and Confidentiality compliance assurances. In addition, the bidder agrees to cooperate with legally constituted Federal or State financial or program audits, requests for information or reports.

### 2. Reporting

The bidder will comply with reporting requirements as agreed upon during the contract negotiation stage.

### 3. Financial Requirements

The bidder assures that there are no past, current or outstanding claims against the bidder for failure to perform, financial insolvency, bankruptcy, negligence or malfeasance; citation of any contracts which were canceled or terminated for failure to perform, financial insolvency, bankruptcy, negligence or malfeasance. (If any, attach explanation.)

### 4. Organizational Requirements

The bidder assures that there is no current or potential conflict of interest in their potential selection as contractor or in the performance of their responsibilities as part of this project. (Note: The following condition would represent such a conflict of interest: hiring or contracting for assistance in the preparation of this proposal with an individual or organization who has been paid for work involved in the preparation of this RFP. The bidder may request, in writing, a clarification regarding a possible conflict of interest. This request must include a precise description of the relationship between the bidder and any other entity, and/or the circumstances, past, present or anticipated, which might account for the conflict of interest.)

### 5. Sanctioned Employees

The bidder will certify that neither it nor any of its employees or principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal department or agency.

By signing this form, the bidder provides assurance of compliance with all the above-listed requirements.

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Signature

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Date

---

Name (typed)

---

Title (ex. chief executive officer)

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Organization or Corporate Name

## **OFI Staffing by Function**



### Current OFI Staffing (includes current vacancies)

Office Location	OFI Leadership Team	Program Administrators	Eligibility Supervisors	Eligibility Specialists	ASPIRE Supervisors	ASPIRE Specialists	DSER Agents	DSER Supervisors
Central Office	18							
Portland		1	6	54	1	8	16	2
Sanford		1	2	19	1	3	5	1
Biddeford			2	14	1	3	5	1
Lewiston	1	1	4	33	1	7	13	2
South Paris			2	14		3		
Farmington			1	7		1		
Augusta		2	4	44	1	5	34	6
Rockland			3	28	1	5	8	1
Skowhegan			2	16		3		
Bangor	1	1	5	44	1	8	11	2
Ellsworth			1	11	1	1	5	1
Machias		1	1	9	1	1		
Calais			1	5	1	1		
Houlton			1	6		2		
Caribou		1	2	15	2	1	5	1
Fort Kent			1	5		1		

**Number of Staff Members Trained July 2011 – June 2012**

**Number of New Staff Members Trained  
July 2011 – June 2012**

Office Location	Eligibility Specialists	DSER Agents
Portland	12	3
Sanford	4	0
Biddeford	4	1
Lewiston	4	0
South Paris	3	0
Farmington	3	0
Augusta	22	4
Rockland	5	1
Skowhegan	3	0
Bangor	3	5
Ellsworth	7	0
Machias	3	0
Calais	0	0
Houlton	1	0
Caribou	2	0
Fort Kent	1	0

## **Anticipated Federal Match Opportunities**

Federal Partner Agency	Match Requirement (Percentage)
US DHHS – Centers for Medicaid and Medicare - Medicaid	50%
USDA – Food and Nutrition Services, SNAP	50%
US DHHS – Administration for Children and Families, Child Support Enforcement Program	34%